

## **CerTest Computer-Based Testing Program**

### **STUDENT GUIDE**

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*CerTest Computer-Based Testing -- taking knowledge testing into the 21st Century*

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## ***Introduction***

Welcome to the CerTest Computer-Based Testing Program!

Your Base Education Office (BEO)/Test Control Facility (TCF) is working with the AF Institute for Advanced Distributed Learning (AFIADL) to bring computer-based testing to the Career Development Course (CDC) environment. This is a voluntary program and not every BEO/TCF is participating—yet! We hope that a positive experience from your perspective as well as that of your BEO/TCF helps provide the information and feedback we need to expand the program to additional CDCs and other courses administered by AFIADL.

For those of you already familiar with CerTest, there aren't any surprises. You probably won't need to review the information in this Student Guide, but it's here if you need it.

For those experiencing the CerTest program for the first time, this Student Guide is intended to introduce you to the program as well as provide you with instructions on how to take advantage of its features. Taking your CDC end-of-course exam using CerTest is a different experience from your previous ones with paper tests. Using the computer for your end-of-course exam provides some advantages for all of us:

- **No Paper!** Everything is done on the computer so you don't have to fill in answer sheets. You don't have to worry about missing pages or print that you can't quite read clearly. And you don't have to worry about the test not being available when you show up for your test session (well, if the power is out, that's another story . . .)
- **Immediate scoring and feedback:** You get your score when you finish taking your test and you get a print-out of areas needing further study (see page 11). You don't have to wait for your answer sheet to be mailed to AFIADL nor do you have to wait for AFIADL to mail a post card back to you.
- **Increased efficiency:** The BEO/TCF has the complete set of available tests on file and neither you nor they have to wait for a test to be mailed from AFIADL. And since there's no mailing of answer sheets back to AFIADL for grading, there's less paperwork.

If you're not familiar with CerTest, take the time to read the guide before starting your test. Just let the Test Proctor know that you need to read the guide first. You will not be penalized for doing so and the time you spend with the Guide will not be deducted from the time allotted for your testing period. You will still have the same 3-hour maximum testing window that you have for a paper test.

Good luck on your exam!

Please give the Test Proctor any comments about your testing experience so that they can be forwarded to AFIADL.

## General Information

<b>Time Limit</b>	Like the paper-based test, the test session will not exceed 3 hours.
<b>Passing Score</b>	The passing score for all AFIADL CDC exams (including CerTest exams) is 65.
<b>Tutorial</b>	<i>CerTest</i> has a built in tutorial. If you are familiar with <i>CerTest</i> you may decide not to take the <i>CerTest</i> tutorial. However, if you decide to take the <i>CerTest</i> tutorial, the time used to take the tutorial will not be counted as part of the 3-hour time limit.
<b>Familiar Look &amp; Feel</b>	Even though CerTest may be a new experience for you, you'll find that its look and feel is familiar. It uses the traditional Windows look and functionality that you're used to for many computer applications.
<b>HELP!</b>	If you're not sure how to do something, simply use the <i>Help</i> pull-down menu just like you would in any Windows application. Using <i>Help</i> will provide the information or instructions on the topic you need help with.
<b>Test Item Selection</b>	<i>CerTest</i> draws from a bank of questions to construct the test you take. The questions are presented to you in a random order, not necessarily in the order in which the material was presented in your CDC.
<b>Bookmark</b>	When taking a test, you can choose to bookmark a question and return to it later before you exit the test and have it scored. This allows you the same freedom to return to questions at anytime during the test, just as you can return to questions in a paper test booklet. See page 8 for more instructions.
<b>Moving Within a Test</b>	Another feature you'll appreciate is the scroll bar located in the bottom right-hand corner of the test screen when you're actively taking a test. This allows you to move forward or backward. For example, say you're completing a 60-question test but you'd like to review questions 5, 12, 39, and 52 before you exit and score the test. In this instance, you can quickly review these questions by using the scrolling bar or the bookmark feature. For more information on moving within a test, see page 7.
<b>Program Errors</b>	If a program error occurs, call the Test Proctor to your computer. The proctor will write down the information exactly as it appears on the computer screen, and then contact the AFIADL Student Administration Branch for assistance. If this happens, you will be allowed to retake the test with no penalty and the "aborted" session information will not be retained.
<b>Test Failures</b>	If you fail the test, the Test Proctor will provide you with a hard copy of the "Test Summary" (this shows the learning objective(s) that require further study) (see page 11). The "Test Summary" form is very similar to an AFIADL/ECI Form 9 and serves the same purpose. You will not receive a separate Form 9 from AFIADL for CerTest administered exams.
<b>Test Interruptions</b>	<p>When you start your test, your test session should be uninterrupted. However, disruptions occasionally occur. In the event of a fire alarm or other emergency, follow the directions of the Test Proctor and the appropriate emergency response procedures.</p> <p>If there is a power outage, you will be allowed to retake the same test (without penalty) as soon as possible. It is preferable that you do this as soon as the power comes back on. However, if time does not permit, schedule a new session with the Test Proctor/Test Control Officer.</p>

## ***The Way Things Work . . .***

You sign up and schedule your testing period the same way you do it for paper-based tests. When you arrive for your test, be sure to have appropriate identification.

### **The Test Control Officer (TCO) or Test Proctor:**

- Adds your name to the *CerTest* program (this is done before you arrive or when you sign in for testing).
- Provides you with a log-in password for CerTest.
- Unlocks the Course Exam you will take.

### **You:**

- Read and sign the “Special Instructions to Computer-Based Testing Students.”
- Review this Student Guide.
- Tell the Test Proctor if you want to do the CerTest Tutorial before taking your test.

### **When you're ready to start your test:**

- Go to the CerTest log-on screen and follow the on-screen instructions.
- When prompted, enter your Social Security Number and the password the Test Proctor assigned to you.
- Double-click on the name of the test you are going to take.

Actual test taking is not much different from taking a paper test. You just don't fill in a separate answer sheet and everything is done on the computer.

### **When you've answered the last question:**

- You will be asked if you are ready to EXIT and SCORE the test.
- If you are ready for your test to be scored, ask the Test Proctor to come to your computer BEFORE you answer YES to the question.
- When the Test Proctor arrives, answer YES and allow the Test Proctor to enter the validation code in the appropriate block.

**The Test Proctor must enter a validation code BEFORE the test can be scored.  
The Test Proctor must directly observe the test being scored.**

### **After the validation code is entered:**

- The test is graded.
- Your score and test summary are shown on the screen.
- The TCO will print and give you a copy of the “test summary.”
- The Test Proctor/TCO sends your test results to AFIADL which posts them to student records.

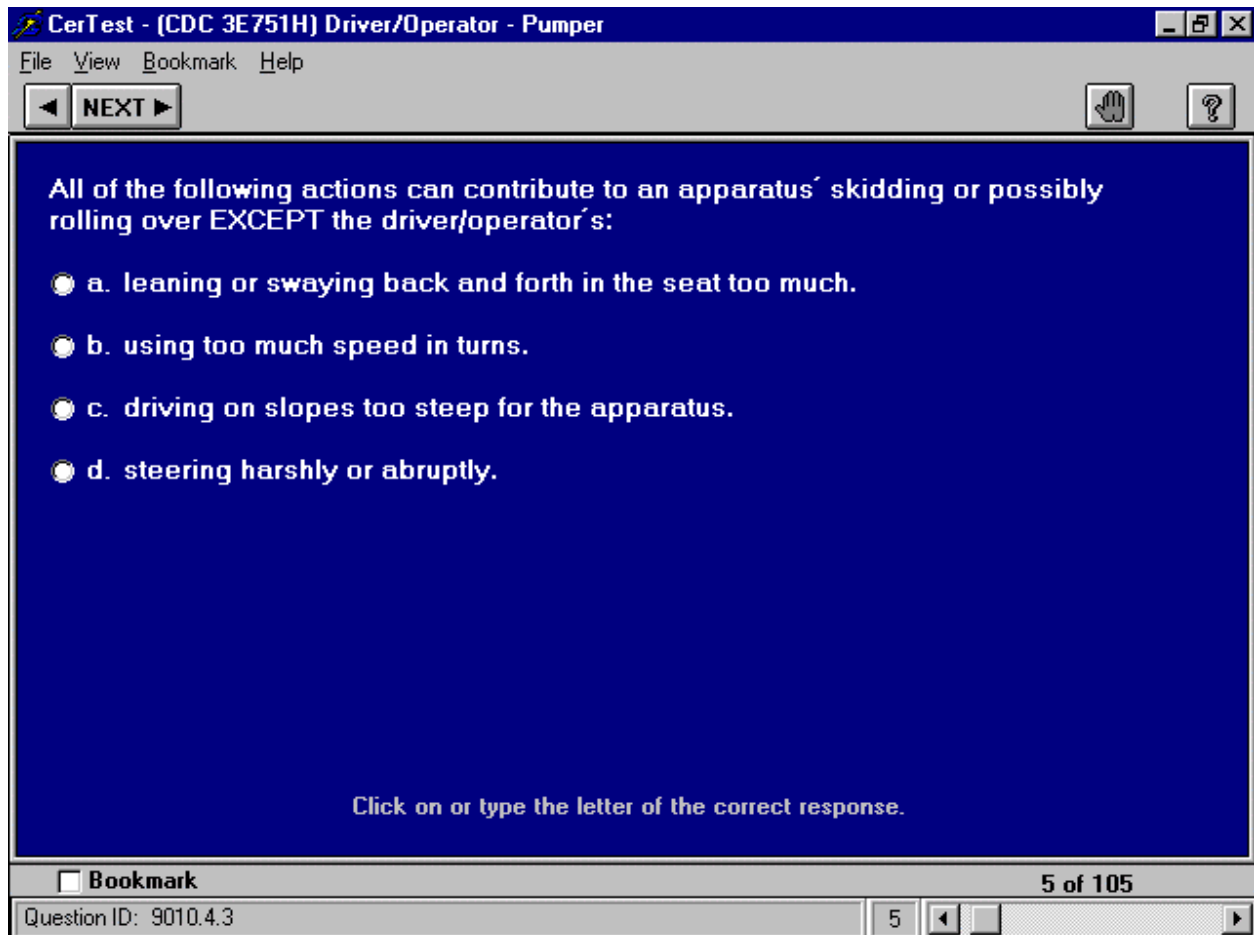
Should you fail the CE the first time (you wouldn't do that would you?), you will have the opportunity to restudy before taking the final exam a second time.

**Normally, the retake is scheduled within 30 days.**

**You will not be penalized for events beyond your control.** If a test session is interrupted, the Test Proctor will print your test summary, document the circumstances that caused the interruption, and notify AFIADL. As stated above, **you will be allowed to retake the test without penalty.**

## Sample CerTest Question

The CerTest program is capable of using several different question types. However, not all of them are used for CDC exams. When you take your CDC exam using CerTest, you will normally see one question type: 4 answer (option) multiple-choice—the same questions you see on your paper CDC tests. However, like your paper tests, you may see scenarios and/or graphics that are appropriate to the questions.



**Using the Scroll Bar:** The scroll bar located in the bottom right-hand corner of the screen is active during a test session. It allows you to move forward or backwards one or more questions at a time. For example, let's say you just completed a 60-question test but you would like to review questions 5, 12, 39, and 52 before you exit and score the test. In this instance, you could quickly review these questions by using the scroll bar. Simply use the mouse and click on the left or right buttons on the scroll bar to move forwards or backwards until the question number is showing (12 or 105) in the space just above the scroll bar.

## ***How to Move Within a Test***

### ***To Move Forward One Question at a Time***

- Select Next (located in the top left-hand corner of computer screen)

***Or***

- Press Enter

***Or***

- Select View (from the menu bar at the top of the screen)
- Select Next Question (from the drop down menu)

***Or***

- CTRL + N

***Or***

- Click on the arrow button located on the horizontal scrolling bar in the lower right-hand corner of the test screen

### ***To Move Forward One or More Questions at a Time***

- Click the right arrow on the horizontal scrolling bar.

***Or***

- Place the arrow on the scroll bar, hold down the left mouse button, and move the bar to the right.

### ***To Move Backward One Question at a Time***

- Select the left arrow icon in the tool bar (located left of Next button)

***Or***

- Select the View (menu bar) and Select Previous Question **or** Press the CTRL + P keys

***Or***

- Click on the left arrow located on the horizontal scrolling bar in the lower right-hand corner of the test screen.

### ***To Move Backward One or More Questions at a Time***

- Select the Bookmark (on the menu bar), then select Last Viewed Question

***Or***

- Drag the horizontal bar in the lower right-hand corner of the test screen to the left.

## ***Using the Bookmark Feature***

When taking a test, you may choose to mark a question and return to it later before exiting the test and having your results scored.

### ***To Bookmark a Question***

- Click on the Bookmark check box (lower left hand corner of the computer screen).
- Name the bookmark or accept the name provided.
- Select OK.
- Select Next to move forward in the test or the back arrow to move backward in the test.

### ***To Return to a Bookmarked Question***

- Select Bookmark (located on the menu bar).
- Select the desired bookmark from the drop down list of bookmarks.

### ***To Release a Bookmarked Question***

- Click on the Bookmark check box (lower left screen).

**NOTE:** If you still have questions bookmarked when you choose to Exit and Score a test, a system message appears. This message asks if you want to exit with questions still bookmarked. Answer appropriately based on the information provided in the system message and follow the on-screen directions.

## How to Challenge a Test Question

While taking a test, you may find a question that you believe to be erroneous or invalid for some reason (i.e., typo, spelling mistake, missing graphic, ambiguous question, etc.). You may challenge the question by:

- Clicking on the hand icon found on the top right hand corner of the toolbar.
- By selecting Challenge This Question from the Help menu.

This allows you to type a short description of the error.

All question challenges are automatically downloaded when the Test Proctor/TCO downloads and sends student data files to AFIADL.

The screenshot shows the CerTest application window titled "CerTest - (CDC 3E751H) Driver/Operator - Pumper". The window has a menu bar with "File", "View", "Bookmark", and "Help". Below the menu bar is a toolbar with a "NEXT" button and icons for a hand and a question mark. The main content area has a blue background and contains the following text: "All of the following actions can contribute to an apparatus' skidding or possibly rolling over EXCEPT the driver/operator's:". Below this text is a list of four options, each with a radio button: "a. leaning or swaying back and forth in the seat too much.", "b. using t", "c. driving", and "d. steering". A "Challenge Question" dialog box is open over the options. The dialog box has a title bar with a close button. Inside, it says "What is wrong with this question:" followed by a text area containing "Both choice a. and choice c. could be correct.". Below the text area, it says "The question ID and the current date/time will be saved with your comment (you need not enter them in your comment).". At the bottom of the dialog box are two buttons: "Submit Challenge" and "Cancel". Below the dialog box, the main window says "Click on or type the letter of the correct response." At the bottom of the CerTest window, there is a status bar with a "Bookmark" checkbox, the text "Question ID: 9010.4.3", and "5 of 105".

**Warning:** You cannot make a copy of the test questions and no copies are kept on file in the Test Control Office.

Question challenges are treated as if you had completed an AFIADL/ECI Form 17.

## ***When You Select Exit and Score Your Test***

When you reach the end of the test, you will see a SCORE button and this message:

To score this test, the test control officer must input the password. If you are ready to exit and score your test, call the test control officer over to your computer now. Press Cancel to continue reviewing your test.

You must follow the procedures stated in the on-screen message.

### ***If you have unanswered questions:***

If for some reason you leave any questions unanswered, you will see this message:

You have left XX questions unanswered. Select OK to exit this test anyway (your unanswered questions will be counted as wrong); or select Cancel to continue working on this test.

Select OK or CANCEL depending on whether or not you want to review the unanswered questions.

### ***If you have bookmarked questions:***

If you have bookmarked a question or questions, you will see this message:

You have a bookmarked question. Select OK to exit this test anyway; or select Cancel to continue working on this test.

Select OK or CANCEL depending on whether or not you want to review the bookmarked questions.

## Sample Test Summary Information

To maintain test security, *CerTest* does not provide specific test question feedback. However, just like existing CDC exams, *CerTest* does indicate the Learning Objective(s) (**LO**) that require further study. The following “Test Summary” information is designed to help students pinpoint the areas that require further study.

Here's how you would use the following printout: Let's say you missed questions in Sections 2 and 3 of the HazMat Awareness test shown below. To pinpoint the areas requiring further study, you'd refer to the HazMat Awareness Level CDC course LO 002 (*Definitions of Hazardous Materials*) and LO 003 (*Classes and Divisions*). The **questions column** tells you how many questions appeared on the test and the **correct column** tells you how many questions you answered correctly in each particular section.

Carruthers, Joe                      000-00-0000  
9020 – Hazardous Materials Awareness

**Test Date:** 28 Jan 00

**Score:** 91%

**Criterion:** 65%

REVIEW TRAINING      STARTED \_\_\_\_\_ DUE COMPLETION \_\_\_\_\_ COMPLETED \_\_\_\_\_  
REQUIRED \_\_\_\_\_  
NOT REQUIRED \_\_\_\_\_

\_\_\_\_\_  
SUPERVISOR'S SIGNATURE

\_\_\_\_\_  
TRAINEE'S SIGNATURE

Section	Title	Questions	Correct
1	LO 001 General	2	2
2	<b>LO 002 Definitions of Hazardous Materials</b>	<b>3</b>	<b>2</b>
3	<b>LO 003 Classes &amp; Divisions</b>	<b>24</b>	<b>20</b>
4	LO 004 HazMat vs. Other Emergencies	1	2
5	LO 005 Occupancies & Locations	2	2
6	LO 006 Container Shapes	3	2
7	LO 007 Marking & Colors	3	2
8	LO 008 NFPA 704	2	2
9	LO 009 Where to Find MSDSs	2	2
10	LO 010 MSDS & Shipping Paper Entries	5	3
11	LO 011 Shipping Papers	2	2
12	LO 012 Locations of Shipping Papers	3	2
13	LO 013 Examples of Clues	2	2
14	LO 014 Limitations of Using Senses	2	1
15	LO 015 Criminal or Terrorist Targets	1	1
16	LO 016 Indicators of Criminal/Terrorist Activity	1	1
17	LO 017 Difficulties Determining Names	2	2
18	LO 018 Sources for Obtaining Names in Transport	2	2
19	LO 019 Sources for Obtaining Names in Facilities	1	1
20	LO 024 Basic Precautions	2	2
21	LO 025 Emergency Medical Care	1	1
22	LO 026 Typical Ignition Sources	1	1
23	LO 027 Harmful Effects of Hazardous Materials	1	1
24	LO 028 Routes of Entry	2	2
<b>Totals:</b>		<b>70</b>	<b>64</b>

## Sample Student Record

The Student Record is maintained within the CerTest program until purged. Normally you will not need a copy of this information. However, it is available and the TCO/Test Proctor can print a copy for you by request.

This also serves as a backup in case of a data transmission error when your results are sent to AFIADL.

MSgt Carruthers, Joe      000-00-0000

Test	Title	Stat	Score	Date	Atmpts
9001	(CDC 3E731G) Firefighter I				
9003	(CDC 3E751G) Firefighter II				
9005	(CDC 3E751K) Airport Firefighter				
9010	(CDC 3E751H) Driver Operator – Pumper				
9011	(CDC 3E751J) Driver Operator – ARFF				
9012	(CDC 3E751I) Driver Operator – Aerial				
9013	(CDC 3E751L) Driver Operator – Tiller				
9020	(CDC 47201G) Hazardous Materials Awareness	P	91	28 Jan 00	1
9021	(CDC 47202G) Hazardous Materials Operations				
9022	(CDC 47203G) Hazardous Materials Technician				
9023	(CDC 47205G) Hazardous Materials Incident Cmdr				
9030	(CDC 57170G) Fire Officer I				
9031	(CDC 57170K) Fire Officer II				
9032	(CDC 10213G) Fire Officer III				
9033	(CDC 10214G) Fire Officer IV				
9040	(CDC 57170H) Fire Service Instructor I				
9041	(CDC 10412G) Fire Service Instructor II				
9042	(CDC 10413G) Fire Service Instructor III				
9050	(CDC 10311G) Fire Inspector I				
9051	(CDC 10312G) Fire Inspector II				
9052	(CDC 10313G) Fire Inspector III				

**P = Passed      F = Failed**

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28 January 2000

**CerTest**